

**Qwest Communications®**  
**Service Interval Guide for Resale, UNE and Interconnection Services**

**Resale**

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>POTS Business</b> (continued)	Deny/Restore	Treatment for Non-payment issues	24 hours manual  20 minutes Fully Electronic Flow Through from IMA to SOP	Same business day if request received before noon MT, otherwise next business day includes Saturday) If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at <a href="http://www.qwest.com/wholesale/clecs/exescover.html">www.qwest.com/wholesale/clecs/exescover.html</a>	24 hours OOS 48 hours AS

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
PAL	Conversion As Is	1 to 19 Lines	24 hours	Same business day if received before noon MT, or, Next business day if received later than noon MT	24 hours OOS 48 hours AS
		20 or more Lines	48 hours	ICB	24 hours OOS 48 hours AS
	Conversion As Specified	1 to 19 Lines	24 hours	Depends on changes requested. For instance, feature changes would follow feature change guidelines	24 hours OOS 48 hours AS
		20 or more Lines	48 hours	Depends on changes requested. For instance, feature changes would follow feature change guidelines	24 hours OOS 48 hours AS
	Number Changes without inward line activity	1 to 19 Lines	24 hours	Three (3) Business Days  <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS
		20 to 39 Lines	48 hours	Four (4) Business Days	24 hours OOS 48 hours AS
		40 or more Lines	192 hours	ICB	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 1 Day'		24 hours manual  20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 2 Day'		24 hours manual  20 minutes Fully Electronic Flow Through from IMA to SOP	Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features not provided on 'Feature Exception List – 1 Day' or 'Feature Exception List – 2 Day'		24 hours manual  20 minutes Fully Electronic Flow Through from IMA	Three (3) Business Days  <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS

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Last Updated: December 8, 2003

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PAL (continued)	PIC/LPIC change		24 hours manual 20 minutes Fully Electronic Flow Trough from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Suspend/Restore	Add/remove "vacation hold"	24 hours	Next Business Day	24 hours OOS 48 hours AS
	Deny/Restore	Treatment for Non- payment issues	24 hours	Same business day if request received before noon MT, otherwise next business day. If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at <a href="http://www.qwest.com/wholesale/cle&lt;br/&gt;cs/exesclover.html">www.qwest.com/wholesale/cle cs/exesclover.html</a>	24 hours OOS 48 hours AS

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<b>PAL</b> (continued)	New Installs, Address Changes, Changes with inward line activity	1 to 19 Lines	24 hours	Next available due date as indicated by Appointment Scheduler <b>Note:</b> Appointment Scheduler minimum default interval is Three (3) Business Days.	24 hours OOS 48 hours AS
	<b>Facility Check indicates “AVAILABLE DISP. REQ” and DISPATCH “YES”</b>			<b>Colorado and Minnesota only:</b> <b>Appointment Scheduler minimum default interval is Two (2) Business Days</b>	
		20 to 39 Lines	48 hours	Four (4) Business Days or next available due date thereafter as indicated by Appointment Scheduler.	24 hours OOS 48 hours AS
		40 or more Lines	192 hours	ICB	24 hours OOS 48 hours AS

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex 21	Non-Designed				
	Conversion As Is		24 hours	Three (3) Business Days	24 hours OOS 48 hours AS

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<b>Centrex 21</b> (continued)	Conversion As Specified		24 hours	Three (3) Business Days	24 hours OOS 48 hours AS
	Number changes without inward line activity, or hunting changes without inward line activity		24 hours	Three (3) Business Days  <b><u>Colorado and Minnesota only:</u></b> <b>Two (2) Business Days</b>	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 1 Day'		24 hours manual  20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 2 Day'		24 hours manual  20 minutes Fully Electronic Flow Through from IMA to SOP	Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features not provided on 'Feature Exception List – 1 day' or 'Feature Exception List – 2 Day'		24 hours manual  20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days  <b><u>Colorado and Minnesota only:</u></b> <b>Two (2) Business Days</b>	24 hours OOS 48 hours AS
	PIC/LPIC change		24 hours manual  20 minutes Fully Electronic Flow Trough from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Removal of CO Features		24 hours manual  20 minutes Fully Electronic Flow Trough from IMA to SOP	Same business day if request is received before noon MT, otherwise next business day. Due Date, but not APP Date, may be	24 hours OOS 48 hours AS

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<b>Centrex 21</b> (continued)	Non-Designed New Installs, Address Changes, and Change Requests adding new lines  <b>Facility Check indicates “AVAILABLE DISP. REQ” and DISPATCH “YES”###</b>		24 Hours	Next available due date as indicated by Appointment Scheduler <b>Note:</b> Appointment Scheduler minimum default interval is Three (3) Business Days.  <b><u>Colorado and Minnesota only:</u></b> Appointment Scheduler minimum default interval is Two (2) Business Days	24 hours OOS 48 hours AS
	Deny/Restore	Treatment for Non-payment issue	24 hours	Same business day if request received before noon MT, otherwise next business day. Due Date, but not APP Date, may be Saturday.	24 hours OOS 48 hours AS

## Centrex 21 Installation activity requires ‘Dispatch yes’.

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>Centrex 21 - ISDN</b>	<b>Designed (ISDN)</b>				
	<b>Conversion As Is</b>	1 to 10 Loops	24 hours	Three (3) Business Days	24 hours
		11 or more Loops	192 hours	ICB	24 hours
	<b>Conversion As Specified</b>	1 to 10 Loops	48 hours	Three (3) Business Days if a Loop change is not involved (or) Five (5) Business Days if a Loop is added or changed	24 hours
		11 or more Loops	192 hours	ICB	24 hours

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>Centrex 21 – ISDN</b> (continued)	New Installs, Address Changes, Change to add Loop	1 to 10 Loops	48 hours	Five (5) Business Days	24 hours
		11 or more Loops	192 hours	ICB	24 hours
	Add or Change Feature(s), Add PDN to established Loop, Add Call Appearance	1 to 10 Loops	24 hours	Three (3) Business Days if a Loop change is not involved (or) Five (5) Business Days if a Loop is added or changed	24 hours
		11 or more Loops	192 hours	ICB	24 hours
	Remove Loop or completely disconnect service	1 to 10 Loops	24 hours	Three (3) Business Days	24 hours
		11 or more Loops	192 hours	ICB	24 hours

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex Plus Centron (MN Only) Centrex Prime	Common Block Configuration Required				
	Establish Common Block	1 to 21 Lines - No Optional Features	72 hours	Twenty (20) Business Days	24 hours OOS 48 hours AS
		1 to 21 Lines - w/ Optional Features (i.e., ARS, DFIs, SMDR, UCD.)	192 hours	ICB	24 hours OOS 48 hours AS
		22 or more Lines with or without Optional Features	192 hours	ICB	24 hours OOS 48 hours AS
	Feature Additions requiring Common Block activity per Common Block	1 to 10 Lines	72 hours	Twenty (20) Business Days	24 hours OOS 48 hours AS
		11 or more Lines	192 hours	ICB	24 hours OOS 48 hours AS

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex Plus Centron (MN Only) Centrex Prime	<b>Common Block Configuration Required</b>				
	Line Class Codes (LCCs)/ CAT/NCOS/DPAT additions/changes requiring Common Block work.	Per Common Block (must be existing LCC/ CAT/NCOS/DPAT)	72 hours	Five (5) Business Days	24 hours OOS 48 hours AS
		If new LCC/CAT/NCOS or DPAT	72 hours	Twenty (20) Business Days	24 hours OOS 48 hours AS
	CMS	New Common Blocks & Cust ID's (lines installed at the same time the Common Block is installed)	72 hours	Twenty (20) Business Days (after the initial Common Block & associated lines are installed)	N/A

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex Plus Centron (MN Only) Centrex Prime	<b>Common Block Configuration Required</b>				
	Designed Services subsequent to initial Common Block installation	Tie Lines/DFI/FX	72 hours	Thirteen (13) Business Days (may be longer due to facility due date requirements)	24 hours OOS 48 hours AS

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Centrex Plus Centron (MN Only) Centrex Prime	No Common Block Configuration Required				
	CMS	Additional/New Station Lines to be added to CMS	72 hours	Five (5) Business Days after line is installed	N/A
	NAR	Additions	72 hours	Five (5) Business Days	N/A
		Change from Non Blocked to Blocked Service	192 hours	ICB	N/A

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex Plus Centron (MN Only) Centrex Prime	<b>No Common Block Configuration Required</b>				
	Station Lines (subsequent to the establishment of the Common Block)	1 to 10 Lines per location	72 hours	Five (5) Business Days or Next available due date thereafter as indicated by Appointment Scheduler.	24 hours OOS 48 hours AS
	Includes: Conversions New Lines Moves	11 to 20 Lines per location	72 hours	Ten (10) Business Days or Next available due date thereafter as indicated by Appointment Scheduler.	24 hours OOS 48 hours AS
	<b>NOTE:</b> On conversions, numbers are "chipped" into the Common Block at the time of installation.	21 or more Lines per location	192 hours	ICB	24 hours OOS 48 hours AS

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<b>Centrex Plus Centron (MN Only) Centrex Prime</b>	<b>No Common Block Configuration Required</b>				
	Line Feature changes/additions/removal	1 to 19 Lines	24 hours	Three (3) Business Days	24 hours OOS 48 hours AS
		20 or more Lines	192 hours	ICB	24 hours OOS 48 hours AS
	Deny/Restore	Treatment for Non-payment issue (Requires LCC change only)	24 hours manual	Same business day if request received before noon MT, otherwise next business day. If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at <a href="http://www.qwest.com/wholesale/clecs/exesclover.html">www.qwest.com/wholesale/clecs/exesclover.html</a>	24 hours OOS 48 hours AS
	Designed Services subsequent to initial Common Block installation	Tie Lines/DFI/FX	72 hours	Thirteen (13) Business Days (may be longer due to facility due date requirements)	24 hours OOS 48 hours AS

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<b>Centrex Plus Centron (MN Only) Centrex Prime</b>	<b>No Common Block Configuration Required</b>				
	ARS	Subsequent to Common Block Installation	72 hours	Twenty (20) Business Days (may be longer if the activation of ARS is tied to a Private Line facility installation)	24 hours OOS 48 hours AS
		Changes to Patterns: 1 to 25 changes 26 to 50 changes 51 or more changes	72 hours	Business Days: Five (5) days Ten (10) days Twenty (20) days	24 hours OOS 48 hours AS
		Adding new Patterns	72 hours	Twenty (20) Business Days	24 hours OOS 48 hours AS

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Centrex Plus Centron (MN Only) Centrex Prime	No Common Block Configuration Required				
	UCD	Per Request	72 hours	Thirteen (13) Business Days	24 hours OOS 48 hours AS
	Additional Numbers subsequent to initial Common Block installation <b>NOTE:</b> Additional numbers are "chipped" into the Common Block at the time of request.	Blocks (No limit on amount of numbers.)	72 hours	Five (5) Business Days	N/A

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<b>ISDN - BRI</b>	Conversion As Is	1 to 10 Loops	24 hours	Three (3) Business Days	8 hours
		11 or more Loops	192 hours	ICB	8 hours
	Conversion As Specified	1 to 10 Loops	48 hours	Three (3) Business Days if a Loop change is not involved (or) Five (5) Business Days if a Loop is added or changed	8 hours
		11 or more Loops	192 hours	ICB	8 hours
	New Installs, Address Changes, Change to add Loop (N2Q)	1 to 10 Loops	48 hours	Five (5) Business Days	8 hours
		11 or more Loops	192 hours	ICB	8 hours
	Loop Conditioning		24 Hours	Fifteen (15) Business Days	8 Hours

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ISDN – BRI (continued)	Add or Change Feature(s), Add Primary Directory Number (PDN ) to established Loop (N2Q), Add Call Appearance	1 to 10 Loops	24 hours	Three (3) Business Days	8 hours
		11 or more Loops	192 hours	ICB	8 hours
	Remove Loop or completely disconnect service	1 to 10 Loops	24 hours	Three (3) Business Days	8 hours
		11 or more Loops	192 hours	ICB	8 hours

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<b>ISDN – PRI</b>					
	Conversion As Is		48 hours	Five (5) Business Days	4 hours
	Conversion As Specified		See intervals for type of change requested	See intervals for type of change requested	
	New Installation of Facility and associated Trunks  (With this activity, the number of facilities ordered drives the due dates for both facilities and trunks.)				
	Facilities and associated Trunks	1 to 3	48 hours	Nine (9) Business Days	4 hours
	Facilities and associated Trunks	4 to 6	48 hours	Twelve (12) Business Days	4 hours
	Facilities and associated Trunks	7 to 9	48 hours	Thirteen (13) Business Days	4 hours
	Facilities and associated Trunks	10 to 12	48 hours	Seventeen (17) Business Days	4 hours

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<b>ISDN – PRI</b> (continued)					
	New Facilities and associated Trunks  (With this activity, the number of facilities ordered drives the due dates for both facilities and trunks.)				
	Facilities and associated Trunks	Over 12	192 hours	Add Three (3) Business Days for each additional 3 facilities (13-16=21 days, 17-20=25 days, etc.)	4 hours
	Add/Change Trunks on Existing Facility				
		1 to 8	48 hours	Five (5) Business Days	4 hours
		9 to 16	48 hours	Six (6) Business Days	4 hours
		17 to 24	48 hours	Seven (7) Business Days	4 hours
		Over 25	192 hours	ICB	4 hours

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<b>ISDN – PRI</b> (continued)					
	Change size of SFG		24 hours	2 Business Days	4 hours
	Change Design on Existing facility (Requires orders on both facility and trunk accounts)				
	Facility		48 hours	Eight (8) Business Days	4 hours
	Trunks		48 hours	Eight (8) Business Days	4 hours

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<b>DSS</b>	Conversion as Is		48 hours	Five (5) Business Days	4 hours
	Conversion as Specified		See intervals for type of change requested	For conversions involving:  1) Trunk addition or changes, see "Add/Change Trunks on existing facilities"  2) For design changes to T1 and Trunks, see "Add/Change Trunks on existing facilities"	See intervals for type of change requested
	New Installation of T1 Facility and associated Trunks	1 to 3 Facilities with associated Trunks	48 hours	Nine (9) Business Days	4 hours
		4 to 6 Facilities	48 hours	Twelve (12) Business Days	4 hours
		7 to 9 Facilities	48 hours	Thirteen (13) Business Days	4 hours
		10 to 12 Facilities	48 hours	Seventeen (17) Business Days	4 hours

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